

Press Release from Food and Civil Supplies Department

The Legal Metrology Unit and Consumer Protection Cell (LMU & CP Cell) under Food and Civil Supplies Department, organized an educative consumer awareness program on 10.12.2025 at Community Hall, Pakyong, Pakyong District.

The program was graced by Smt. Kesang Yangki, Additional Registrar, Cooperation Department, as the Chief Guest and attended by senior officers of the department along with members of cooperative societies and the general public. Shri. Jikmi Kazi, Joint Controller, Shri. Titus Basnet, Joint Director, of LMU & CP Cell, Shri. Sagarmani Dhakal, Registrar, SCDRC, and Shri. Bhim Pradhan, DCSO, Pakyong, were present as resource persons in the awareness program.

Shri. Bhim Pradhan, DCSO, Pakyong, educated the gathering on the various PDS benefits available under the National Food Security Act, 2013. He also informed about the relevant provisions under ONORC and PMGKAY.

Shri. Sagarmani Dhakal, Registrar, SCDRC, provided expert advice on the various consumer dispute redressal mechanisms available and the procedures for filing consumer complaints. Shri. Jikmi Kazi, Joint Controller, LMU & CP Cell gave an educative speech on the regulation of weights and measures under the strict provisions of the Legal Metrology Act, 2009. He also advised the attendees to be alert consumers and check the package declarations for MRP, Net quantity, manufacture/ expiry dates as provided under the Legal Metrology (Packaged Commodities) Rules, 2011.

Shri. Titus Basnet, Joint Director, LMU & CP Cell, who is the Nodal Officer for Consumer awareness in the state, informed the attendees on the consumer rights enshrined under the Consumer Protection Act, 2019. He narrated success stories of various consumer complaints in the state and encouraged all to come forward and register any consumer complaints on the State Consumer Helpline (SCH) number 03592-202675 and 1800-345-3209 (toll free).

The Chief Guest for the program, Smt. Kesang Yangki, Additional Registrar, Cooperation Department, in her address lauded the efforts of LMU & CP Cell in the protection and promotion of consumer rights. She stressed the importance of integrating the spirit of consumer protection into all cooperative societies, encouraging them to adopt it as a key part of the 'International Year of Cooperatives, 2025' celebrations, themed 'Cooperatives build a better world'.

Earlier, the welcome address was presented by Ms. Upeksha Mishra, Inspector, Pakyong LMU & CP Cell, Food and Civil Supplies Department and . The vote of thanks was delivered by Shri. Titus Basnet, Joint Director, LMU & CP Cell, Food and Civil Supplies Department.